Created with Congressional authorization in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

The data presented below, in some cases, are estimates of the best available information.

Baldrige in Georgia

- 12 Georgia applicants for the Baldrige Award (2005–2021)
- 1 Georgia applicant in 2021 represents 5,043 jobs, 10 work locations, and over $1 billion in revenues/budgets.
- 9 Baldrige examiners from Georgia volunteered about $202,500 in services in 2021.

Georgia National Role Model
The Ritz-Carlton Hotel Company (now part of Marriott International), service, 1992, 1999
Wellstar Paulding Hospital, health care, 2020

Success Story
Wellstar Paulding Hospital is a community hospital providing inpatient and outpatient care and emergency services through an acute care hospital and two connected medical office buildings. With a net patient revenue of $160 million and a workforce of 997 employees (742 clinical, 255 non-clinical/support), 400 physicians, and 105 volunteers, it is located in Hiram.

Highlights
- Top 10% for mortality index in the national IBM Watson Health Top 100 Hospitals® index
- Top 10% for pressure ulcer rate in the national health care analytics Midas DV database, with a rate of zero from 2018 to 2020
- Top 10% on several key measures of inpatient and outpatient engagement
- 91% on the Great Place to Work Trust Index Survey from team members in FY2019
- Grade A rating since 2017 from Leapfrog, a national hospital-rating organization focused on safety

Governor’s Sterling and Georgia Oglethorpe Award
The Alliance for Performance Excellence is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Florida Sterling Council, founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida and Georgia. It manages the Governor’s Sterling and Georgia Oglethorpe Award.
Governor’s Sterling and Georgia Oglethorpe Award Recipients
Wellstar Kennestone Hospital
Wellstar Paulding Hospital

AHCA/NCAL National Quality Award Recipients in Georgia

The AHCA/NCAL National Quality Award Program provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Magnolia Manor of Marion County (Gold, 2021)
Azalealand Nursing and Rehab. (Silver, 2019)
Berman Commons (Silver, 2020)
Brightmoor Nursing Center (Bronze, 2020)
Calhoun Nursing Home (Silver, 2019)
Cartersville Center for Nursing and Healing (Bronze, 2020)
Chelsey Park Health and Rehab. (Silver, 2019)
Christian City Skilled Nursing and Rehab. (Bronze, 2020)
Church Home Rehab. and Healthcare (Silver, 2020)
The Cohen Home (Silver, 2020)
Comer Health and Rehab. (Gold, 2018)
Delmar Gardens of Gwinnett (Bronze, 2020)
Delmar Gardens of Smyrna (Bronze, 2020)
Effingham Care and Rehab. Center (Gold, 2015)
Fountainview Center for Alzheimer’s Disease (Bronze, 2020)
Glenwood Health and Rehab. Center (Bronze, 2020)
Hartwell Health and Rehab. (Silver, 2019)
Jonesboro Nursing and Rehab. Center, LLC (Silver, 2020)
Keysville Nursing Home and Rehab. Center (Bronze, 2020)
Legacy Health and Rehab. (Silver, 2020)
Magnolia Manor of Columbus—East (Silver, 2020)
Magnolia Manor of Columbus—West (Silver, 2020)
Magnolia Manor of Macon (Bronze, 2020)
Magnolia Manor Retirement Center (Bronze, 2020)
Magnolia Manor South (Bronze, 2020)
Manor Care Rehab. Center—Decatur (Bronze, 2020)
Mattie H. Marshall Center—Memory Care (Silver, 2020)
Meadowbrook Health and Rehab. (Silver, 2020)
Meadows Park Health and Rehab. (Silver, 2020)
Miller Nursing Home (Silver, 2019)
NHC HealthCare, Fort Oglethorpe (Silver, 2020)
The Oaks—Carrollton (Assisted Living) (Silver, 2020)
The Oaks—Peake (Assisted Living) (Bronze, 2020)
Oxley Park Health and Rehab. (Silver, 2019)
Parkwood Developmental Center (Bronze, 2020)
PruittHealth—Ashburn (Bronze, 2020)
PruittHealth—Augusta Hills (Bronze, 2020)
PruittHealth—Austell (Silver, 2020)
PruittHealth—Brookhaven (Bronze, 2020)
PruittHealth—Crestwood (Bronze, 2020)
PruittHealth—Greenville (Bronze, 2020)
PruittHealth—Jasper (Silver, 2020)
PruittHealth—LaFayette (Bronze, 2020)
PruittHealth—Lilburn (Bronze, 2020)
PruittHealth—Magnolia Manor (Bronze, 2020)
PruittHealth—Peake (Bronze, 2020)
PruittHealth—Rome (Bronze, 2020)
PruittHealth—Savannah (Bronze, 2020)
PruittHealth—Sylvestre (Bronze, 2020)
Quinton Memorial Health and Rehab. (Bronze, 2020)
Salude ... The Art of Recovery (Bronze, 2020)
Sandy Springs Health and Rehab. (Bronze, 2020)
Sparks Inn Assisted Living (Silver, 2020)
Syl-View Rehab. and Memory Care Center (Silver, 2020)
Thomson Health and Rehab (Silver, 2020)
Townsend Park Health and Rehab. (Silver, 2019)
Trentlen County Health and Rehabilitation (Gold, 2020)
Wellstar Paulding Nursing Center (Silver, 2020)
Westbury Health and Rehab.—Conyers (Bronze, 2020)
Westbury Health and Rehab.—McDonough (Bronze, 2020)
Westbury Medical Care Home (Bronze, 2020)
The William Breman Jewish Home (Silver, 2020)
Wrightsville Manor Nursing Home (Bronze, 2020)